

- 1- **Change e-mail:** Org. t.c#: Rep. t.c#: Individual t.c#: E-mail address: *Kindly change registered e-mail address as the client forgot his e-mail password/is not receiving the reset password link.
- 2- **Forgot registered e-mail:** Org. t.c#: Rep. t.c#: Individual t.c#: *The client would like to know the registered e-mail address.
- 3- **Payment:** Org. t.c#: Rep. t.c#: Individual t.c#: Order#: Plate#: Amount: Date: Reason Code: *The client tried to pay using the credit card he usually pays with, but he got an error message (Your order has been declined) (Payment failed or cancelled). Kindly advise.
- 4- **Receipt:** Org. t.c#: Rep. t.c#: Individual t.c#: Order#: Plate#: Amount: Date: *The client paid for renewal/traffic fines, but did not get the receipt number.
- 5- **Error messages:**
 - Org. t.c#: Rep. t.c#: Individual t.c#: Plate#: Date: Order#: *The client tried to renew the mentioned vehicle/s, but he got the following error message: we are renewing your vehicle/clearing your fines, we will notify you ... etc
 - Org. t.c#: Rep. t.c#: Individual t.c#: Plate#: Date: Amount: Order#: *The client was trying to pay traffic fines/renew the vehicle/s, but he got the following error message: a previous transaction for your selected vehicle is still pending. The client has been getting this error since
- 6- **Paid in traffic & EVG:** Org. t.c#: Rep. t.c#: Individual t.c#: EVG receipt#: Traffic receipt#: *The client paid for the same vehicle in the traffic & EVG and is asking for refund.
- 7- **Server Error:** Org. t.c#: Rep. t.c#: Individual t.c#: *Whenever the client tries to log in, he gets an error: (server error in application). He tried (Ctrl+F5) and clearing the browser.
- 8- **Registration card :** Org. t.c#: Rep. t.c#: Individual t.c#: Receipt number#: *The client paid for renewal but on-----but till now did not receive it.
- 9- **Reset email :** Org. t.c#: Rep. t.c#: Individual t.c#: E-mail address: *Kindly send the resetting email for the password.

